

CIO Forum 05/10/2016

Welcome and Introductions

Ben Vaught welcomed the CIO Forum participants to the meeting. Baird Miller, CIO from the Department of Ecology beginning Monday, 5/16, was welcomed in absentia.

Message from the State CIO

NASCIO - [Michael Cockrill](#) provided an update on the recent [NASCIO 2016 Midyear Conference](#) held 5/3-5/5. Attendance was up with over 600 attendees and this is seen as a clear indicator that NASCIO events have become the dominant venue for national IT topics. The prevalent theme of the conference was cybersecurity; other themes included cloud adoption, O365, and procurement. The level of government officials attending is increasing as is NASCIO's presence and influence. WA sent 5 attendees including 3 speakers (Michael Cockrill, Michael DeAngelo and Agnes Kirk) which is a strong indicator that WA is well respected within NASCIO. Michael shared that he is looking forward to the next session in November 2016 where the national awards will be distributed. Michael emphasized the import that these awards and their ability to make a difference when agencies are making budget or other legislative requests

Bi-annual Report – Michael shared that work is beginning and CIOs should expect to hear from WaTech soon for input on agency progress.

IT staff email DL – Michael requested input on the value and use of a potential email distribution list for all state IT employees. Primary use cases might include notices of educational opportunities, IPMA items, job announcements, opportunities to develop communities of interest, etc. Discussion centered on suggestions such as using a listserv with an opt-out option. Michael will email CAB members and request more input/interest.

WaTech Financial Discussion

Michael Cockrill introduced [Judy Fitzgerald](#) - WaTech CFO, and shared context for the discussion – IT works on a budget. Given that WaTech is essentially an extension of agency IT departments, we feel it's important for CIOs to have insight and transparency into our budget process. Judy reviewed her [Financial Review Presentation](#) which includes an overview of WaTech financial strategy evolving from a fee-for-service model towards an allocated model. OFM Rate day is scheduled for 6/22/16.

Mobile Workforce

[Brooke Hamilton](#) of OFM reviewed current [Executive Order \(EO\) 14-02 Expanding telework and flexible work hours programs to help reduce traffic congestion and improve quality of life](#) and the ongoing work to help agencies think outside the cubicle, modernize the environment and encourage mobility. A revised EO is being proposed that will establish a council to help agencies move forward, establish metrics and guidance, and require a letter of certification of each agency to the GOV. A sample of the new EO will be distributed to agency Deputy Directors in advance of Cabinet level presentation on 5/18.

Digital State Survey

[Meagan Macvie](#) shared the list of final [2016 NASCIO Award Nominations](#) and a big thank you to all customers who submitted. A total of 8 of the 11 categories have submittals from WA agencies. Meagan encouraged CIOs to share submittals with all of their staff for a job well done! Competition is growing and awards will be harder to win this year.

Digital State Survey – Meagan shared that agency's DIRs received a letter recently about the enterprise wide survey related to state technology implementations, strategies and initiatives. Meagan will be reaching out to CIOs soon to obtain examples from agencies in themes such as mobility, analytics, online services and open data, innovations, etc. Meagan shared she is leaving end of month and David Walddon will be coordinating the Survey process moving forward.

Update on the Customer Survey

[David Brummel](#) shared an [update on the current survey](#) to include: 79 customers contacted, 61 interviews scheduled, and 57 have been completed (72%). We plan to finish all surveys by 5/13 with results due on 6/6 from our consultant. The survey results will help drive an Action Plan in which customers will be instrumental. David thanked all those participating and indicated we will continue to provide updates.

Upcoming Calendar of Events

[Ben Vaught](#) shared a reminder that our next [Quarterly Customer Meeting](#) is scheduled for 6/2 and the sole agenda item will be Office365. Ben also shared that [Global Accessibility Awareness Day](#) is coming up on 5/19 and that the Governor will be releasing a video soon in support of this great event.

Office of the Chief Information Officer (OCIO)

[Heidi Brownell](#) represented OCIO and provided an [update on the proposed DRAFT Severity and Risk Assessment process](#). Heidi shared that the OCIO is working closely with a large customer workgroup of 28 volunteers. The current [DRAFT proposal document](#) represents a wealth of collaboration and improvements including moving to a 20 question model (previous was 50+) with an anticipated result that the process will be more simple and friendly to use. OCIO is on a tight timeframe so staff is simultaneously reviewing the current draft with both the Technology Services Board (TSB) subcommittee and agency CIOs. The goal is to make a final proposal to TSB in June.

Video Services Opportunity

Ben Vaught shared that Marilyn Freeman is currently engaged and working to develop a new video service at WaTech. Many agency PIOs are expressing interest and reaching out to WaTech for this service. Ben shared that more information will be provided at a future CIO forum.

Usability Consulting Service

[Wendy Wickstrom](#) shared an overview of WaTech [User Experience \(UX\) Services](#) and a reminder that the Usability Lab is open and available to all customers paying the Enterprises Systems Fee. A new

consulting service supporting User-Centered Design and Usability Testing and Accessibility Evaluations and Testing has recently been approved and is now available. Questions and comments should be sent to userexperience@watech.wa.gov.

Wrap Up

[Regan Hesse](#) of OFM shared an open item that the OFM Budget Instructions should be published by the end of June and changes are anticipated for IT projects. The instructions will contain clear criteria for determining which projects are applicable and subject to detailed review.

Ben Vaught thanked all attendees for coming and encouraged attendance at the next [CIO Forum on 6/14](#).

Please contact [Laura Parma](#) with suggested topics you would like to see at upcoming CIO Forums.